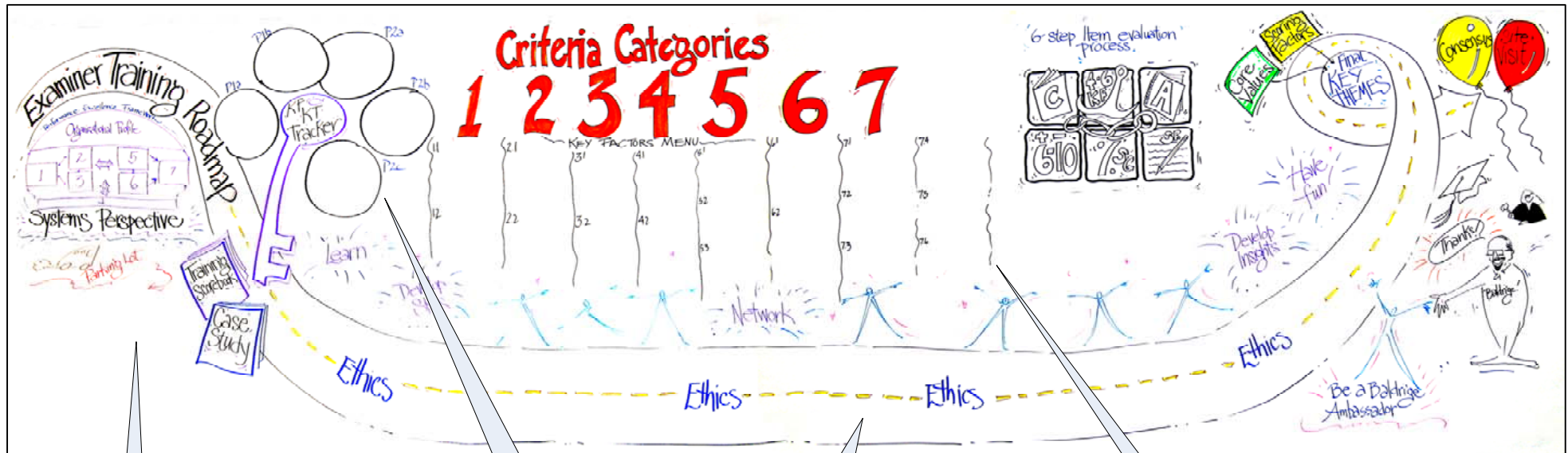


Examiner Training Roadmap May 2006



Parking Lot
issues get
posted here for
later discussion.

Key Themes Post-It
Notes from the Key
Themes Exercise 1 as
appropriate in each
circle

Ethics
Energizers run
throughout
training.

Key Factors
Post-Its go in
the appropriate
Category.

Examiner Training Roadmap Description

In using the Examiner Training Roadmap Visual, note the following description of the three days of training.

- Let's walk through our Examiner Training Roadmap that we will be using over the next three days.
- You'll see that the foundation of our training focuses on a systems perspective in achieving performance excellence.
- We will use the case study, in class exercises and discussions, to help you benefit from the wisdom in the room.
- Our facilitator will use a scorebook that was created collectively by a group of experienced Examiners known as our Training Scorebook Team or TST. It is not meant to be the perfect example, but rather an example of the collective work of experienced Examiners. You will receive a copy of this scorebook at the end of training. You can compare your work against the team's and those of Examiners at your table to calibrate yourself. When you hear the term, "training scorebook" or "school scorebook" you will know what we mean.
- We will begin by identifying key factors that link to various Criteria Categories. We will refer to and build on these key factors throughout training.
- We will then develop a tentative list of key themes, tied to the key factors, and post them on the KF/KT Tracker under the applicable Organizational Profile Items.
- We will use a systematic stepwise process to evaluate the Items. (Refer to the 6-Step Item Evaluation Process on the Roadmap Mural). We want to reinforce this as your process for evaluating Items.
- As we run into questions that we can't address fully in class, or that we would like to have Harry address, we will add Post it[®] notes to the Parking Lot.
- Throughout the entire training program, you have a great opportunity to learn, develop skills, network, develop insights, and have fun!
- Ethics questions, which will help you understand this very critical aspect of your role, will be woven throughout. The questions are listed in the Ethics tab of your notebook and will be used as energizers to open several of the units.
- We will be giving you information and materials to support your role as a Baldrige Ambassador. (More on your various roles in a few minutes...)
- After evaluating all the Items, either through all-class or table exercises, we will revisit and finalize the key themes. In addition to key factors considerations we will consider adding scoring factors and Core Values as other ways to identify and strengthen written key themes.
- All of this will allow you to be ready for the June-October assignments—Stage 1 and beyond. We will briefly discuss Stages 2 and 3. As you move on to these Stages you will receive additional information and mentoring.
- At the end of this training program, we will have a graduation ceremony—in class—and all of the Examiners this week will hear from one of our judges and from Harry.